Xavier JJ. Carter

HELP DESK TECHNICIAN

Customer Support | Hardware Troubleshooting

619.419.8335 | xavier.jj.carter@gmail.com | LinkedIn | Upper Marlboro, MD (Open to Relocate)

Education & Credentials

Bachelor of Science (B.S.) - Cybersecurity
Old Dominion University, Norfolk, VA - Expected Graduation 2026
Relevant courses - Windows System Management and Security, Networked System Security, Linux System for Cybersecurity.

Associates Applied Science (A.A.S) - Information Technology
Prince George's Community College, Upper Marlboro, MD - May 2024
GPA 3.2 - (4.0 Scale)
Relevant courses - System Analysis and Project Management, Windows Server Administration, Learning Operating Systems.

CompTIA Security+ - Obtained January 2026

Skills

- ❒ Problem Diagnosis
- ❒ Technical Troubleshooting
- ❒ Teamwork and Collaboration
- ❒ Online & In-person Support
- ❒ Office 365 Support
- ❒ Networking Fundamentals
- ❒ Active Directory
- ❒ Emotional Resilience
- ❒ Task Management

Work Experience

Starbucks Coffee Shop, Hampton, VA — July 2025 – December 2025
Customer Service Associate

- Provided swift and friendly service in a high-intensity environment, processing around 200+ transactions daily.
- Operated POS systems accurately and efficiently, reducing checkout errors by 24% as a new employee.
- Resolved customer concerns professionally using problem-solving skills and maintaining emotional resiliency, increased satisfaction scores by 30%.
- Collaborated with team members frequently to maintain high performance during intense situations.
- Supported inventory management and restocking, tracking production levels, and preventing shortages.

UbreakIfix, Upper Marlboro, MD — November 2024 – April 2025
IT Support Technician

- Diagnosed and resolved hardware and software issues across smartphones, tablets, and laptops using OS-level diagnostics, achieved a 74% repair success rate, and reduced average turnaround time by 13%.
- Delivered technical support to over 50 - 80 customers weekly, increased customer satisfaction by 40%.
- Maintained ESD-safe workspace aligned with company protocols and best practices.
- Repaired and replaced defective components (screens, batteries, motherboards), restored about 150-230+ devices, and reduced repeated service requests by 20%.
- Collaborated with tier 1 and tier 2 associate technicians to identify recurring device failures, reducing repeated hardware issues by 27%.
- Implemented data backup procedures for customer devices using secure imaging tools, reducing post-repair data loss incidents, and safeguarded user data.

Project Experience

Windows Server Virtualization Lab

Hands-on Lab Experience

- Installed and set up VirtualBox, Windows Server 2025, linked clones, and RDP.
- Added Windows 11 client machines to the Windows Server 2025 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Windows Server 2025 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPOs) in Active Directory.
- Set up Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync.